



# HUMAN RESOURCE MANAGEMENT

“Creative and Design Thinkers”

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JANUARY – MAY 2023

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## Human Resource Manpower Plan for



### Proponents:

#### (Gasacao, Jordanne Rie A.)

Email: 2021014391@feu.edu.ph

Institute of Accounts, Business and Finance  
Far Eastern University – Manila

#### Second author: (Gopez, Diana Ruby)

Email: 2021609471@feu.edu.ph

Institute of Accounts, Business and Finance  
Far Eastern University - Manila

#### Third author: (Sabiano, Janella Jascha G.)

Email: 2021013531@feu.edu.ph

Institute of Accounts, Business and Finance  
Far Eastern University - Manila

#### Fourth author: (Jusal, Psalm Angelah M.)

Email: [2020022451@feu.edu.ph](mailto:2020022451@feu.edu.ph)

Institute of Accounts, Business and Finance  
Far Eastern University – Manila

Watch us on Youtube: [https://youtu.be/REYUq\\_O-XXI](https://youtu.be/REYUq_O-XXI)

### Corresponding proponent:

#### Cada, Leonardo Jr. F.

Email: [lcada@feu.edu.ph](mailto:lcada@feu.edu.ph)

Institute of Accounts, Business and Finance  
Far Eastern University – Manila



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While working as a bellman in a vacation hotel in 2013, owner Roy Aguilo, Jr. desired to launch his own business. In Cavite by August 2018, BigRoy's Boodle Fight quickly expanded to two locations in Laguna. Then, the fourth and fifth branches began to operate in Paranaque and Quezon City, which prompted Roy to make his company available for franchising. Roy's business, which specializes in Cebuano cuisine, was inspired in his teenage years after his family relocated to Manila as he was longing for Cebuano dishes (Laurena, 2021).

Bigroy's Boodle Fight aims to provide the best-tasting, most reasonably priced, and highest-quality food available in Bilao. BigRoy's Boodle Fight enchants its patronage with its Boodle Bilao and diverse choices of meat and fish. Customers' appetites surely start to rumble at the sight of a tray laden with liempo, fried pusit, bangus, longganisa, salted egg, tomatoes, and rice. In addition to the Boodle Bilao, Bigroys also offers Bisdak Vinegar and Bisdak Alamang. (Laurena, 2021).

## 2. Introduction

### Human Resource Management in the Philippines

Human resource management (HRM) is still a relatively developing field in the Philippines. Human behavior in organizations was not a priority for businesses in the 1950s since they were preoccupied with streamlining processes and methodologies. In the 1970s, corporations continued to place little importance on human management, which frequently mainly functioned as the division of manufacturing or finance. Many businesses have recently started to reevaluate their corporate philosophies in order to view people not as expenses but as investments and assets, claiming a conviction in HRM (Selmer & De Leon,



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2002). In addition, the importance of preparing a human manpower plan is to assist the firm in realizing the value of human management, which eventually aids in the long-term health of a company. It essentially tries to preserve and improve the capacity of an organization to achieve its objectives through growing and correctly utilizing its human resources (Hayes, 2023).

There are signs that Filipino HR practices lean toward a strategic HR approach, including a defined strategy-building process and the participation of line managers in the creation of HR-related policies. However, HR is still not at all involved in the initial creation of the strategy. HR can get itself invited by being proactive and demonstrating how actions have an impact on the bottom line, even though the CEO may decide to include HR in the process. This necessitates more deliberate measurement and monitoring of the outcomes of HR activities, which is made possible by having a clearer knowledge of the HR Information System's function. An HRIS will make it easier to track the costs and advantages of each program (Supangco, 2012).

Bigroy's Boodle Fight aims to provide the best-tasting, most reasonably priced, and highest-quality food available in Bilao. As the business gains attention from its patronage and is planning to expand continuously, internal functions such as staffing management, which includes staff acquisition or recruitment and selections, resource calendars training and talent management, development, performance review, recognition and rewards, employee and labor relations, health and safety risk programs should be planned thoroughly and discussed within the organization because this will help the business in the long-run.

The paper aims to determine and answer the following questions to help the Bigroys in further improving their business:

1. What is the situation of the Human Resource Management of Bigroys?
2. What are the plans of Bigroys for its employees?
3. How can we improve the situation of the internal function of Bigroys?
4. How can Bigroys maintain its relevance to the food and service industry?

### 3. Staffing Management

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The process of hiring the best employee who will be advantageous to the company is known as staffing in management. Rahman (2022) stated that recruiting, choosing, hiring, training, and keeping the best workforce for the organization are just a few of the activities that are referred to as staffing in management. Hiring candidates within all departments and levels falls under the responsibility of the human resources division's operational procedure. Staffing also continues to be an ongoing process, regardless of how large or new an organization is.

## A. Staff Acquisition or Recruitment and Selection

In order for businesses to find and bring the greatest talent, recruitment, and selection are two crucial phases in the hiring process. Finding a job description within reach of as many people as possible is a section of the recruitment process. The selection process involves eliminating candidates until only the best one is left. The six main steps that contain the recruitment and selection process are producing a job description, improving the position, screening applicants, conducting interviews, orchestrating tests and assessments, and picking the applicant who will be hired (How To Get The Recruitment and Selection Process Right, 2022).

It is assumed that a resume, a police clearance, and biographical information are necessary for hiring. However, Bigroys looks at more than just a resume; they also consider a candidate's potential, speaking style, and behavior. For instance, the business employs individuals who immediately apply to work with the company, whose potential is immediately assessed, and whose capabilities are currently being evaluated to determine how far their limitations provide. In the interview, Ms. Ferrer only mentioned that when hiring employees, they need to assess their potential and capabilities. When interviewing candidates, they should grab the interviewees' attention right away as if they have to convince them that they can do it, and once accepted, they must show why they deserve to be hired.

## B. Resource Calendars





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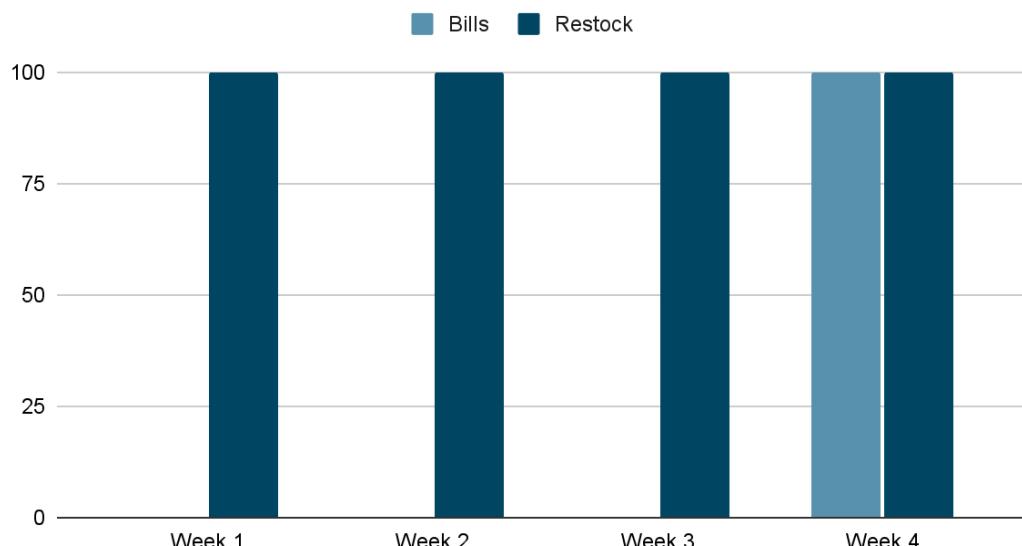
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A resource calendar is a convenient tool for being certain that a team is available to work at the times that are needed for them to wrap up the task. The supervisor can assign tasks to people based on who is available and when. Knowledge of each team member's profile is just as important as knowing how many days of work they have available. The profile makes it simpler to quickly identify who can do what, which facilitates the resource calendars. In simple terms, the profile displays knowledge and abilities (Landau, 2022).

Bigroy's inventory restocks and supplies period is scheduled every week, while the bill payments are conducted on a monthly period basis.

## For the month



## C. Training and Talent Management

Training management entails instructing staff members on the policies, standard operating procedures, and other work instructions necessary for their particular jobs. The ability of employees to fulfill the requirements of their roles must be documented and proven by organizations (Arena, 2022). On the other hand, Talent management is the method of gathering competent individuals and assisting them in discovering their full potential while





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maintaining the organizational goals in mind. As a result, the process entails identifying talent shortages and vacant positions, locating and introducing suitable applicants, connecting them in the system and enabling them to enhance the required abilities, providing them with expert training having a future-focused approach, and effectively engaging, keeping, and encouraging them toward achieving company objectives over the long term (Ghosh, 2021).

In Bigroy's situation, it is a given that new hires undergo training as soon as possible because not only is it ineffective, but also costly for the company to put them in that position right away. The company wants to avoid results when the staff is unable to do tasks or cook, the food may end up going to waste, which obviously adds unnecessary cost and loss of materials to the company. Training management is an important process for staff to function and provide work properly.

## D. Development

Shanahan (2022) described employee development as the process by which skills are advanced within a company at the employer's vigor. Employee development can assist participants in starting an entirely new position or department by expanding their expertise and subject knowledge, with the assistance of their managers and learning & development teams. Training and development for employees can take place anytime in a learner's career path, but it should be an ongoing process that should be monitored and adjusted to make sure that learning initiatives are meeting the demands of the business.

When asked if there are pieces of training for staff and employees for their development, Ms. Ferrer said yes, however, she did not go any further on what their development plans are. She also mentioned that every business has a plan, so when hiring someone, one must be creative and understand the implications of your decision. Although the process must be costly, it is a part of owning a business to help the employees improve so they can further help the business.

## E. Performance Reviews





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The systematic process of assessing an employee's prior performance and outlining expected future performance for the position is called a performance review. Reviews serve two purposes: to provide constructive criticism and to recommend the next steps for both personal and professional development. Managers can motivate staff by using performance feedback to identify opportunities for career advancement, prioritize these opportunities, and define roles and expectations. Performance feedback can also serve as a guidepost. It enables them to redirect their efforts toward the proper objectives and modify their behaviors as necessary (Laurinavicius, 2023).

Bigroys conducts performance reviews through personal meetings. Even though there are no set times, they frequently conduct performance reviews in surprise to determine how well employees are performing at the moment and get their raw efficiency. This is done to determine what areas Bigroys employees should work on improving for both their own benefit and the benefit of the company.

## F. Recognition and Rewards

A timely acknowledgment praising an individual's or a group's effort or behavior is known as employee recognition. The employees who receive these things have undoubtedly gone above and beyond what would be expected, whether they have excelled in their performance or assisted in achieving one of the organization's goals. While many employees will value monetary staff incentives and praise for their efforts, many others merely want to be noticed when they go above and beyond. Employee recognition and rewards have been identified to contribute to enhanced teamwork, boost customer satisfaction, and motivate specific employee behaviors (Jones, 2022).

Recognition and rewards play a big role in every organization, as these are the things that motivate employees to work hard. Ms. Ferrer asserts that participation in company events is how recognition and rewards are given out for accomplishments in Bigroys. Additionally, there are compensation benefits like gifts that were purchased at the expense of the business and higher pay for staff members who perform exceptionally well.

## G. Employee and Labor Relations





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The connection between the employer and the employee is strengthened in a significant manner by employee and labor relations. It is essential to give employees an environment whereby they may nurture their abilities and put them to good use. The term "employee and labor relations" pertains to the relationships among workers and through employers and employees. These are made up of the interpersonal connections that managers have with their employees on a contractual, practical, and emotional level. Organizational psychology asserts that there are some unwritten "psychological contracts" that result from the interactions within an organization and its members. These consequences are the result of purely personal convictions in an advantageous relationship between the company and its employees. Employee and labor relations may be permanently harmed if such agreements are violated by the employer (OnBlick, 2021).

In a question asked how the CEO of Bigroys communicates with her staff members and how they can express their opinions about the workplace, Ms. Ferrer responded that there is excellent communication between them. She added that the relationship between the company and its employees at Bigroys is well-known to one another, allowing for open discussion of workplace issues and questions. This demonstrates how crucial it is for employers and employees to get along well so that, in the event that a problem arises, they can resolve it right away.

## H. Health and Safety Risk Programs

To safeguard the employees and the business, the health and safety workplace is all about managing possible dangers smartly. A strong leadership structure that involves the managers, staff, subcontractors, suppliers, and customers is the cornerstone of an efficient health and safety management system. Important elements of the worldwide drive to accomplish sustainable growth are health and safety (10 reasons why health and safety is important to your business, 2021).

When asked what the health and safety risk programs Bigroys has for their employees, Ms. Ferrer responded that Bigroys has safety and risk programs like the longevity of sick leaves until they could perform their jobs without any problems, and they will be assigned with a substitute until they are capable of working again. For Bigroys, the





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safety of their employees is a top priority. She also stated that during the pandemic, protocols are stated and given.

## Recommendation

Bigroys' Human Resource Management depicts a thorough hiring policy that makes sure that future employees are knowledgeable and competent to their assigned tasks. The company also shows a strong connection between employee and employer, which is easier to achieve with it currently being a small business. Employees also receive rewards to encourage good performance during company events. Lastly, Bigroys value the health of the employees and make it their priority to ensure their safety. These are some recommendations to further improve their HR Management:

- With the company being in the food and service industry, Bigroys should be prepared for customer complaints. The company should also add training their employees on how to face difficult and unexpected situations (i.e. a customer finding hair on their food) to help them prepare during such times. Simulation training would be beneficial in training their mentality on facing stressful situations.
- In addition to unexpected performance review visits, monthly peer evaluations can also be added to assess how the employees see each other. This method can give the company a more in-depth evaluation of the performance and relationship between the employees instead of what they can only see in the surface.
- A more detailed recognition and reward system can better encourage the employees instead of simply receiving them during company events. Something as simple as having an employee of the month can be a good example. The company can also give paid leaves as reward to hardworking employees.
- Lastly, the company can also have a scheduled (monthly, quarterly, annually, etc.) company evaluation from the employees where they can anonymously give comments and suggestions on how to further improve the working environment for everyone. These recommendations can give the company the information of what the employees are the most satisfied and dissatisfied about the company. Working on these suggestions can further improve their loyalty to the company.

## Roles and Responsibilities of Team Members

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<b>Gasacao, Jordanne</b> (Functional Team Leader)	<b>Gopez, Diana</b> (Core Team Member)	<b>Jusal, Psalm</b> (Functional Assistant Leader)	<b>Sabiano, Janella</b> (Relations Team Member)
Assigning tasks to team members.	Research about Human Resource Management.	Assists the leader.	Coordinator of interview.
Oversee works of members.	Study the related readings about the topic.	Helps the members when they need guidance.	Find who the group can interview.
Formulate interview questions.	Check and re-read the paper.	Check and re-read the paper.	Transcribe the answers of the interviewee.





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## Acknowledgement:

First, we would like to thank Ms. Ferrer, Reisha for allowing and supporting us to conduct our research. Without her and the consent of Bigroys, this wouldn't be possible. Second, we also would like to thank our Professor, Cada, Leonardo Jr. for guiding us to complete our paper and the patience throughout the process. Finally, we would like to thank Bigroys whom, given us consent to use their data to perform our research for this course Human Resource Management finals paper.

We would like to give our appreciation to all who participated in the success of making this paper.

Gasacao, Gopez, Jusal, Sabiano





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## APPENDIX/APPENDICES

### Consent Form



#### Business Owner-Participant Consent Form

Title of the Project: HR Manpower Plan

- Ferrer, Reisha agree to participate in the interviews.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I have had the purpose and nature of the study explained to me by the concerned students and I have had the opportunity to ask questions about the study.
- I understand that participation involves providing data and information necessary for the students to comply with their HR Manpower Plan Paper, a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.
- I understand that I will not benefit directly from participating in this interview.
- I agree to my interview being audio-recorded and/or pen and paper recorded.
- I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.
- I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.
- I understand that any material data or information from my interview may be quoted in dissertation, thesis, conference presentation, published papers etc.
- I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.
- I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Name and signature of business-owner participant:

Ferrer, Reisha

Date: April 21, 2023

Names and signatures of students:

1.	Gasacao, Jordanne Rie A.	2.	
3.	Jusal, Paalm Angelah M.	4.	
5.			

Date: April 21, 2023

### Screenshots of Virtual Interview



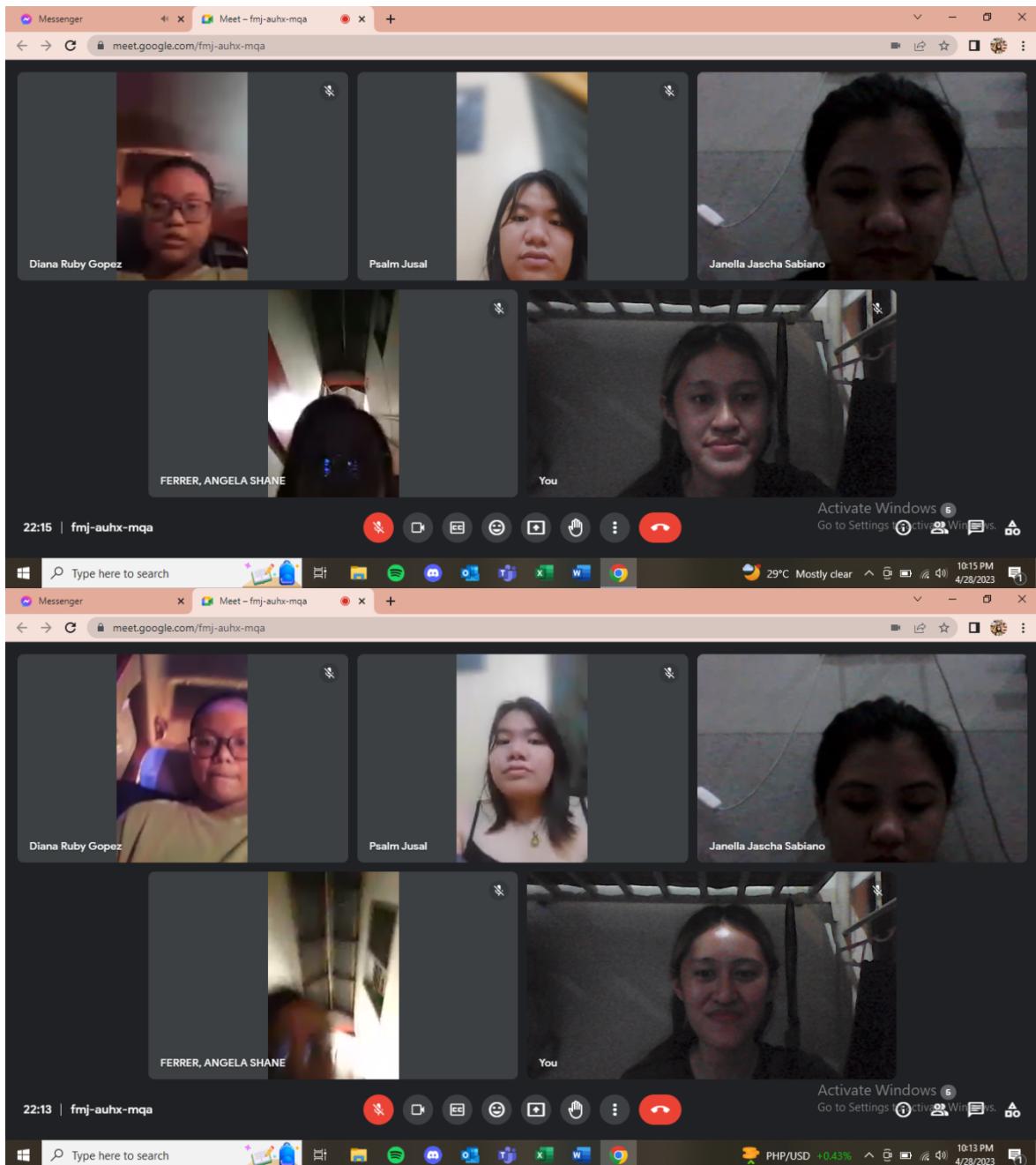


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